Metro Chicago
MESSENGER
Delivering the News to Metro Chicago Employees

Volume 2 • Number 9 • 1998

UPS is Thinking Globally

Beachview Package Car Driver Tommy Gath near flags raised in celebration of International Week

UPS celebrated International Week this past February 9th through 13th in order to stimulate growth in global business. Here in Metro Chicago, the Centers participated in events such as an international quiz with prizes for correct answers, a drawing contest for children of service providers, and a party with internationally decorated cakes. In addition, several Centers were adorned with posters and flags from countries that UPS serves. For more International Week coverage, check out the "photo album" on the next page. Also, look to page 6 of the *Messenger* for a quiz to keep you thinking globally. Many thanks to all Metro Chicago employees for your efforts to promote this celebration!

Did you see the UPS commercial during the Winter Olympics, in which a Package Car Driver delivered sports equipment to a little league hockey team that could barely stand up on the ice? Well, that scene has happened many times in real places outside your TV screen through the Olympic Sports Legacy Program. As a top sponsor of the 1998 Nagano Winter Olympic Games, UPS has delivered donated sports equipment to underprivileged children worldwide.

Here in Metro Chicago, UPS dropped off the equipment for distribution at the Robert Taylor Homes on Chicago's South Side. Celebrities such as former Olympians, Chicago Black Hawk Jeff Shantz, and "Benny-the-Bull" were present at the celebration. This event was a collaborative effort by UPS, the US Olympic Committee, the Chicago Housing Authority, and the Police Athletic League to "equip tomorrow's champions."

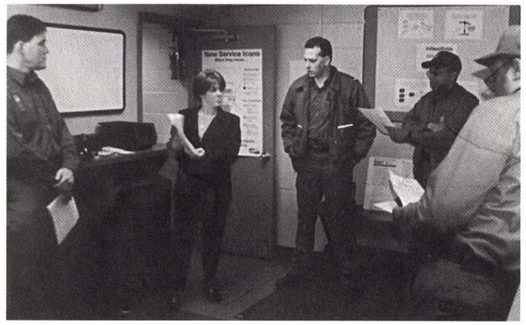
Times Keep Changing

Jim Burns: From Jeff Feeder Dispatch Manager to CACH Feeder Manager
Brad Call: BD Support Staff Manager to South-Key-Segment Area Sales Manager
Jim Carr: Jeff Night Sort Manager to Jeff Feeder Manager
Tom Dennison: From Jeff I.E. Supervisor to Jeff Feeder Dispatch Supervisor
George Downs: Jeff BD Pricing Analyst to Corporate Marketing Analyst
Jim Fields: From Jeff Safety Manager to Jeff Training Manager
Doug Friday: Waukegan Center Manager to Jeff Safety Manager
Tim Hanson: Mid Far North Center Manager to Employee Relations Manager
Andy Hepfinger: From Employee Relations Manager to Mid Far North Center Manager
Latrice Johnson: Jeff Employee Relations Supervisor to Jeff Safety Supervisor
Rob Klage: Region Communications Supervisor to Jeff Preload and Night Sort Supervisor.
Margaret Kuzara: North Center Supervisor to Jeff Security Supervisor
Barb Martin: Jeff Quality Manager to Lakeview Center Manager
Chiquita Morgan: Northbrook Training Supervisor to Jeff Employee Relations Supervisor
Jesse Nunez: Jeff TSG Technician to Jeff TSG Supervisor
Rick Picardi: Jeff Safety Supervisor to Jeff Compliance Supervisor
Barry Pincus: Air Walker Coordinator to Sales Supervisor and Air Counter Coordinator
Jeff Poole: Central Illinois IE Section Manager to Jeff Air/Hub and Feeder Planning Manager
Patrick Ross: Central Illinois Associate Coordinator to Jeff International Sales Coordinator
Jim Schneider: Des Plaines Center Manager to Waukegan Center Manager
Jerry Slubowski: South-Key-Segment Area Sales Manager to BD Support Staff Manager
Bob Vaughn: Lakeview Center Manager to Des Plaines Center Manager

Milestone Anniversaries

Roosevelt Bell, Jeff Maintenance	30
Thomas Garrison, Jeff Day Hub	30
Generoso Guiterrez, Jeff Maintenance	30
Sammie Harrell, Jeff Day Hub	30
Mitchell Kida, Mid South Package	30
Jose Lopez, Jeff Sunrise	30
John Popko, Northbrook Feeder	30
George Purnell, Jeff Maintenance	30
Robert Gauthier, Northbrook Feeder	25
Carl Howlett, Des Plaines Package	25
Willie Luden, Northbrook Feeder	25
Robert Mace, Jeff Day Hub	25
David Myers, Northbrook Twilight	25
Michael Polanek, Beachview Package	25
Mansfield Redmond, Jeff Feeder	25
Chauncey Simms, Northbrook Feeder	25
Allen Victorian, Northbrook Feeder	25
Kathleen Warner, Region Customer Service	25
William Weseman, Northbrook Twilight	25
John Basile, Beachview Package	20
Donald Babo, Lakeview Package	20
James Fulghum, Waukegan Auto	20
Tim Hanson, Human Resources	20
Dennis Kavales, Jeff Day Hub	20
Thomas Markowski, River North Package	20
Leonard Montgomery, Jeff Feeder	20
Billy Moore, Jeff Maintenance	20
Thomas Psihogios, Gurnee Auto	20
John Truska, Beachview Package	20
Daniel Visoky, Northbrook Sunrise	20
Raymond Zakrzewski, Jeff Customer Service	20

Delivering Our Future

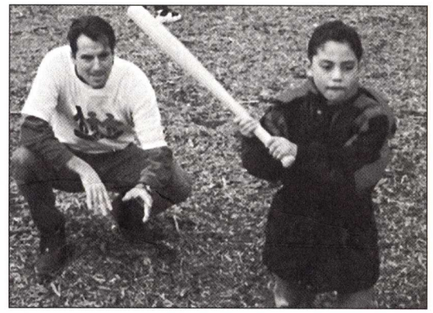


The ***Delivering our Future*** (*DOF*) program for Metro Chicago Feeder Drivers was kicked off on February 12, 1998 at Northbrook Feeder Dispatch. The program's objective is to educate Feeder Drivers in providing sales leads for UPS and helping increase the company's ground volume. Specifically, the program aims to raise Drivers' awareness of the Hundredweight Service where they identify customers currently using common carriers to transport their palletized "UPS-able" packages. Business Development and Feeder plan to recognize the driver who provides the most Hundredweight sales leads with two tickets to a Bull's game in April. Account Manager Dave Prentice, who spearheaded the program, wishes to thank all those involved: Oak Brook Sales Lead Coordinator Diane Criscione, District Letter Center Coordinator Don Kenah, Jeff Feeder Supervisor Matt Cieplevicz, Northbrook Feeder Supervisor Andy Mindock and, most importantly, the dedicated Feeder Drivers who will make the *DOF* program a success.

In February, Mid North Center celebrated Black History Month with a potluck lunch. The table was decorated with colored streamers representing different countries in Africa. Above are Peter Hlavaty and Angel Correa enjoying the food in honor of African Americans. Below are Paul Battistoni and Marie Temple posing with the delicious cuisine.

EYE ON THE COMMUNITY

UPS CEO Jim Kelly on March 5th with UPSers Rossetta Dunbar, Janice McCray, and Joyce Aldridge to recognize the success of our Welfare to Work Program.



Training Supervisor Rob Klage is grooming a young man to fill Frank Thomas' enormous shoes at Metro Chicago's Neighbor to Neighbor function on Saturday, February 21st at the Port Ministry Clothes Drive.

LIFE GOES ON...

April is Organ and Tissue Donor Awareness Month. In Illinois alone there are over 3,200 people waiting for organ transplants and an opportunity to live without life-threatening physical conditions. If you are interested in knowing more about what it means to become an organ donor, contact Doug DuBrin, Communications, **ATLAS 347-7564**. More information about this state-wide campaign will follow in April.

The 30 Second Review: Eat Globally!

Communications recommends these affordably scrumptious international eateries in the city:

Addis Abeba (Ethiopian)
3521 N. Clark

Pompei Bakery (Italian)
1455 W. Taylor

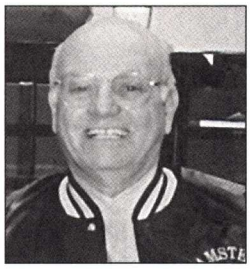
Thai Pan (Thai)
1509 W. Devon

Riconcito Sudamericano (Peruvian)
1954 W. Armitage

Busy Bee Restaurant (Polish-American)
1550 N. Damen

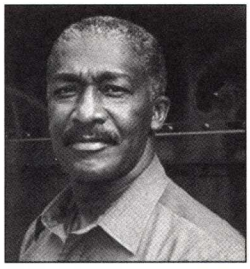
Farewell to You!

Dominick Savino



began as a package car driver in DesPlaines in 1970 and retires as a Feeder Washer. Dominick remembers that there were only sixteen drivers and they had to load their own trucks: "It is easier today." During his UPS career he built his dream house and educated his children: "Nothing beats that, my friend!" He plans to move to Vero Beach, Florida, play tennis, and hunt. His friend Mike Lisciandrello said of Dominick: "He is the nicest guy. I will miss him a lot."

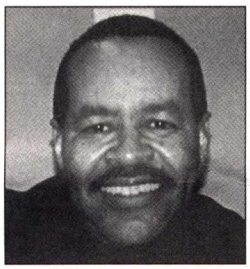
John Walker



has been a package car driver for 28 years. That is plenty of time to have watched things progress: "There have been a lot of positive changes in the company," he stated. John also remembered his coworkers as "Beautiful, good people." His retirement goals are to relocate to Georgia to be close to his family. Down there John would like to "build a home and take it easy." At his Center and here in Metro Chicago John will leave a void.

Ray Billinski

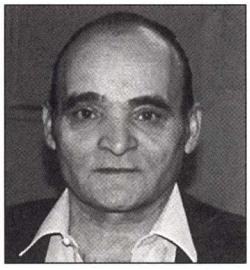
worked as a Trailer Shop Mechanic for 33 years before retiring. He began his career with UPS in April of 1963 as an Auto Shop apprentice in the SantaFe Trailer Shop where he stayed for two years before coming to Jeff St. Today he is amazed at the size of the trucks that come into the shop. Ray also noted, "It is good knowing that your job is secure. That is why I chose to work here." Ray now plans to head to Alaska to brave the wilderness. "I will miss all my good friends," said Ray. And he will be missed, too.



Ronald Rogers

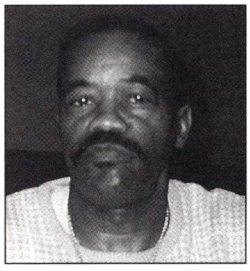
retires as a member of the Circle of Honor with 26 years of safe driving. He was nominated twice for the American Truck Team and is a Certified Feeder Trainer. He began as a loader in January of 1968. Before transferring to Feeder, he drove a package car for 8 years. He says that things at UPS are better now: "[we have] better equipment, air conditioning and power steering." Ronald and his wife, Crystal, are co-directors of the United Progressive Youth Ministry. He will devote his time to the ministry, charity, and visits to senior homes.

Frankie Munizza

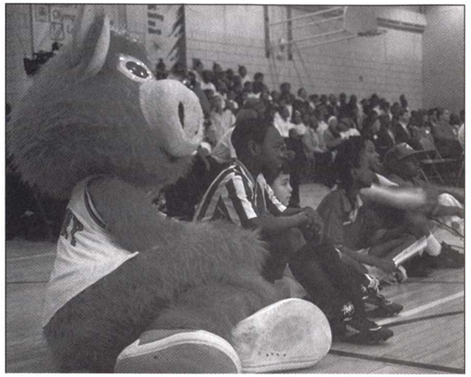


has worked in Plant Engineering for 26 years. He retired as a porter, but began with UPS in September of 1966 as a painter. "I enjoyed working here. They are good people," said Frankie. Now, he would like to travel to Phoenix, Arizona to go hunting. Manager George Henderson said about Frankie: "He is a hard working person with a good attitude. I wish him the best of luck." All of Plant Engineering as well as the rest of UPS echoes those words.

Jamie Foster



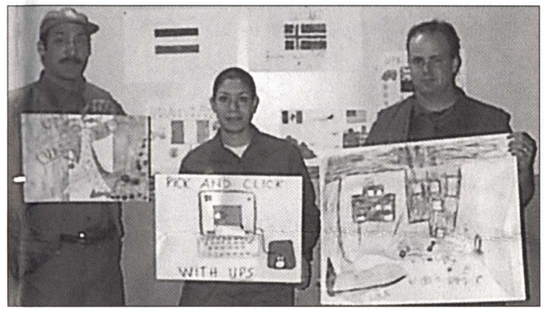
"Simply put, I have been waiting for this for a long time. I want to travel, play golf and visit Australia," Jamie Foster eagerly volunteered. He began as a loader in January of 1969 and worked there for several years before he became a Feeder Driver. Manager Earl Duffin noted: "He had perfect attendance and 21 years of safe driving with UPS." Clearly, a rest in Australia is more than deserved. Metro Chicago thanks Jamie for his faithful service.



Celebrity "Benny the Bull" was also present at the UPS Sports Legacy celebration

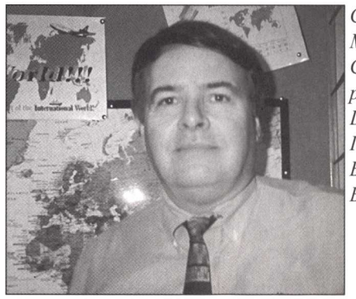
UPS sported a new trailer with a special Olympic design commemorating the Sports Legacy Program

Party Time! Hammond Center had two cakes to celebrate International week.



Mid North Center parents proudly displaying their children's International Week art work. The kids involved included: Joey Nicastro, 8; Angelo Nicastro, 6; Steven Kowaleski, 8; Mallory Kowaleski, 4; David Weidenaar, 5; Sergio Moreno Jr., 8. We were delighted by your masterpieces!

Renard Turner from Dobson shows off his grand prize for the drawing.



Center Manager Ed Crabtree poses by the Dobson International Bulletin Board

Mid Far North Package Car Driver Ed Scott with former Olympians is shown delivering sports equipment to America's future olympic hopefuls.

People Making News

Jeff Feeder Drivers welcome back Roger Walker and Charles Stuckey from their convalescence periods.

Feeder Driver Irving Calvey and his wife Vivian celebrated their 6th wedding anniversary this past March 1st.

Fred Harrison and his wife Sharon will celebrate 19 years of marriage this April 21st.

Congratulations to Richard Pagan, new Grandpa of little Elias, born this past February.

Congratulations to Diane Marie Bailey on the purchase of her new home in Lynwood, IL.

Kathy Torrez-Gonzales, PT Supervisor from Plant Engineering on Parent Career Day accompanied her sons, Saul and Stewart, to Kedzie School She spoke about the history of UPS and her duties in P.E. The teacher (right) signed Kathy's words to the deaf children in this inclusive classroom.

The Messenger is currently undergoing some changes in focus and format. Communications would appreciate your feedback and your help in providing stories and photo opportunities for future publications. Thank you Metro Chicago employees!

Carlos Letona from Mid Far North was the first to be awarded 4000 pts for DOF Sales Leads. Kudos, Carlos!

The Camele Corner

•The number for the ConSern Loan for PT Union and Non-union employees is: **1-800-339-2731**. Call for loans regarding school tuition and supplies.

• For health Care and Child/Elder Care spending accounts reimbursement forms, call Aetna at **1-800-435-7325.** Mail Forms to: Aetna Health Plans, Attn. Flexible Spending Accounts, P.O. Box 26098, Greensboro, NC, 27498. ***All forms for 1997 expenses must be post marked by March 30, 1998.***

• Please update your address and emergency contact information by calling the Employee Profile Update System at: **1-800-457-077**

Thinking Globally Quiz

Identify the countries where you would find the following capital cities:

Brasilia - New Delhi - Katmandu
Lagos - Quito - Brussels - Tashkent
Sarajevo - Lisbon - Edinburgh

The first five people to SYSM **all** the correct answers to **METCOMM** or drop them off at Communications in HR, will receive a prize!

Go Global with UPS!

Metro Chicago *MESSENGER* is published for UPSers and their families.
Writer: Luciana Nascimento **Editor:** Doug DuBrin **Photographer:** Mike Onochie
Special thanks to: Harold Staples, Kathy Torres-Gonzales,
Ed Lebel, Tom Tavarczky, and Paul Battistoni for their cooperation.

Share your news with the Messenger. Call **ATLAS 347-7534** or send a SYSM to **METCOMM**.

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A New Face for Metro Chicago

In October, 1997, Noel Massie accepted the position of District Manager of Metro Chicago. Noel started his UPS career in Oakland, California as a night-sort loader. After several positions in Oakland, he moved on to Corporate Training in Atlanta. Two years later he became Operations Manager in Philadelphia. Last year he celebrated 20 years at UPS. When asked to reflect on his past positions, he promptly recalled his tenure as a Part-Time Supervisor in Oakland. "There I learned much of the leadership skills that I still use today." Here in Metro Chicago he will work to ensure "fair play," as he describes it: "Treating people with dignity is nothing special. It is everybody's responsibility. This includes keeping people accountable for their jobs. And people who know me know that I stress that." Furthermore, Noel's professional aim is to ensure that the district maintains the level of quality it has always offered and to reconcile the needs of the customers and the company goals. All is not work, however, for Noel Massie: "I like outdoor sports --fishing, skiing, camping . . . and also spending time with my family. We are very close." Together with his wife, Amanda, and his two sons, Brayden and Pierce, Noel seems to be adjusting well to the new life in Chicago, which has already become "home."

Noel also offers advice to UPSers beginning their careers: "As an experienced UPSer, my advice to those just beginning their career is to obtain a degree. You really can't go anywhere without one. Then, develop goals. Stretch beyond immediate gratification. Don't just think about making money. Do what you like."

The Metro Chicago District welcomes Noel Massie and his family, and wishes them success in this new stage of their lives.

Times are Changing...

These are some recent changes and promotions in Metro Chicago. Congratulations!

Tom Quinones: From Jeff St. Training Specialist to Training Supervisor

Tim Bend: From Jeff St. Quality Supervisor to Compliance Supervisor

Don Wermerskirchen: From Northbrook Preload Supervisor to Quality Group Supervisor

Bob Basinger: From Jeff St. Twilight Supervisor to Beachview On-Car Supervisor

Ed Czopczyc: From From Jeff St. Twilight Training Supervisor to Twilight Hub Supervisor

Keith Washington: From Jeff St. Twilight Training Supervisor to Night Hub Supervisor

Margaret Kuzara: From Car Wash Supervisor to North Center Package Operations Supervisor

Jeffrey Rodriguez: From Jeff St. Sales Representative to Account Executive

Jim Stathopulos: From Lakeview Package Car Driver to BD Account Executive

Shawn Stuckey: From BD Administrative Assistant to BD Sales Representative

Shelia Orr: From BD Pricing Analyst to BD Sales Representative

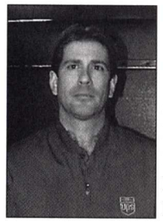
Christmas with St. Joe's

When is the UPS Christmas party going to be? The children start asking around mid October, according to Colleen Lennon, Development Director of St. Joseph's Carondelet Child Center. The annual St. Joseph's Christmas party is also a highlight for UPS. More than 110 children from ages 10-18 attended this year, filling up the festively decorated cafeteria. Some kids were in T-shirts, some in suits and ties, but all had the same look of anticipation for the main event --the arrival of Santa Claus. And he did not fail them. Santa arrived after the children enjoyed a large slice of pizza and listened to Congressman Danny K. Davis recite "The Night Before Christmas." Then Mrs. Claus called forward each child to receive a gift and take a picture with Santa. "I asked for a Spiderman Web Thrower," said a young man sitting at the edge of his seat. So did half the boys sitting at his table. One by one, all wishes were granted. Every gift set in front of them was accompanied by "ooh's" and "ahh's" and was held in a solid, two-hand grip lest it should disappear.

St. Joe's also honors children who distinguish themselves during the year through good behavior, honesty, and compassion. This year, Robert Padilla received a commemorative name plaque from Santa Claus. "I was really surprised, but I think it's really cool," he said, looking down and blushing. At the end of the gift distribution, a group of boys sang Christmas carols, leaving very few dry eyes in the house.

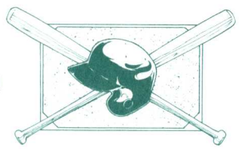
Another special celebration was the honoring of Mary Gothard for her retirement from the cafeteria. Santa handed her flowers and a gift on behalf of UPS. We will certainly miss her smile at the check-out line.

Metro Chicago offers many thanks to those who planned the event, to Mr. and Mrs. Claus for their long commute from the North Pole, and to the team of helpful elves who accompanied them. We are honored to have shared the celebration with St. Joseph's, and we wish their children and staff a wonderful 1998.



UPS and Big Hurt Enterprises

Peter Hlavaty, North Center Package Car Driver, celebrated his twenty-year employment anniversary with UPS on this past October 25th. He began in 1977 at the Harvey, IN unloading facility. One of Peter's frequent stops on his route has been "Big Hurt Enterprises" in the Hancock Building on Michigan Ave. For those non-sports enthusiasts, "The Big Hurt" is Frank Thomas, the perennial hitting powerhouse for the White Sox. Big Hurt Enterprises is Thomas' charitable foundation. Peter saw and seized the opportunity to leave a flier about UPS's Sports Legacy Program with Big Hurt Enterprises. UPS Sports Legacy, in conjunction with the United States Olympic Committee, provides donated sports equipment for underprivileged children. Shortly after Peter's action, boxes of baseballs and cleats were handed over to him and then distributed through Sports Legacy to children in the Metro Chicago area. Thanks to Peter's thoughtfulness more kids will be equipped for the upcoming baseball season.



and Harris Bank

A Partnership for the Future

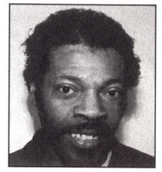
Harris Bank recently signed an 8 million dollar agreement to make UPS its preferred carrier. This agreement is a result of the Financial Initiative Project to penetrate the down-town financial district. "It has been hard to get into this market, but I believe this is a good beginning. Harris Bank will allow UPS to further establish itself as a premier carrier in the financial industry," says Bob Flores, UPS Major Accounts Executive. Jim Cejna, Logistic Supervisor, and Bob, would like to thank their implementation team: Kim Borkowski, Tasha Coley, Joe Hlouschek, Ron Palmer, and Barry Pincus and his people.

Gone Fishin'

UPS would like to recognize workers that are retiring to enjoy their well-earned rest:

Titus Anderson (40 years): Jefferson Feeder Driver
Titus began in August, 1957, as a loader. Now, he will be working as a full-time minister at Holy Covenant Church (13th and Ashland). " I worked with good guys. It was team work," he says. His colleagues remember Titus as the one who "worked the longest and never complained." Titus' advice: "The guys should stick together. Keep up the morale."

Charlie Plaiss (39 years): Northbrook Feeder Driver
Charlie started at Mid North as a package-car driver, moved to Mid Loop, and then to Feeder. He will head to Alaska this summer to prospect for gold and after that will enjoy his properties in Colorado and Arkansas. Charlie remembers: "It has been a good paying job. It was a lot of fun. The good times by far outweigh the bad."



Emmet Moore (32 years): Jefferson Automotive Shop
Emmet, referred to as "Mo," began as a loader, then became a sorter, then a bodyshop worker, and finally moved to Automotive Shop, where he stayed for 26 years. "When I started, we were only in 32 states; now we are international." His advice to employees: "Work hard. Work your way up."

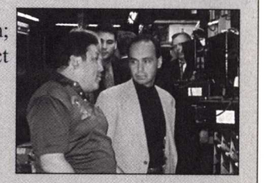
Gerald Trendel (28 years): Jefferson Feeder Driver
Gerald began as a package-car driver then moved on to Feeder, where he stayed for 20 years. He, his wife, and his 2 children will enjoy more time for family get-togethers, although Gerald will miss his friends at UPS: "They've been the best; I'll miss them."

Samuel Harris (28 years): Jefferson Feeder Driver
24 years driving a feeder truck and 4 driving a package car gave Samuel plenty time to watch UPS and his co-workers develop. "I watched them all grow up!" he says with experience. He also remembers low times, but "the high times outnumber them." Samuel will spend his time in a long-deserved rest.

As our district manager, Noel Massie, said during the good-bye celebrations: "When someonelike you leaves, you take part of UPS's soul until someone comes in and replaces it." UPS will miss you all!

Congress Pays a Visit

Four United States Congressmen recently paid their annual visits to the Jefferson St. facility. The goal of their visits was to meet with their constituencies and to see first-hand the internal operations of UPS. Each was warmly welcomed and given personalized tours of the Hub. The congressmen also took time to field numerous questions from various UPS employees. Metro Chicago extends many thanks to the congressmen; we were honored to receive them. Their respective congressional districts and dates of visit were as follows: Jesse Jackson Jr. from the 2nd district of Illinois (shown on left side of left picture) visited on November 19th; Bobby Rush from 1st district of Illinois, on Nov. 19th; Peter Visclosky from 1st district of Indiana, on Dec. 10th; and Luis Gutierrez from the 5th district of Illinois, (right photo, on right side) on Dec.16th.



Touching Base

Here is an update on the two UPS programs featured in the last issue of the Messenger: the Winback Strategy and The Edge Program.

Winback Strategy:

• **Premiere Beauty Supplies** returned to UPS due to discounts and free expedited CODs.
• 726 total weekly volume won back

• **H2O Plus** returned due to high damages experienced with other companies.
• 200 total weekly volume won back

• **Mob Town** returned due to a customized service plan.
• 150 total weekly volume won back

• **Standards Rewash Wiper** returned due to UPS's technology and the relationship with the Account Executive.
• 110 total weekly volume won back

• **LC Industries** returned due to our service, new discounts for Ground and 3 day select.
• 100 total weekly volume won back

The Edge Program:

Students have finished their first semester and resumed classes on January 12th. Good luck and congratulations to the achievers: **West Brooks** has been accepted to SIU and DePaul, **Brian Little** to Columbia College, **Gabriel Reina** to Mt. St. Claire College, and **Timothy Stubbs** to Carthage.

Kevin Daniels of Dunbar High School and **Marco Vazquez** of Hubbard High School were highlighted in the "Who's Who Among American High Schools." Marco also was the only student to receive an "A" in The Edge speech class.

The Safety Committee has welcomed two of the Edge students. They are **Sherenna Green**, an unloader on Primary D, and **Kenyatta Stevenson**, an unloader on Primary C. Kennyatta also was awarded "Student Volunteer of the Year" by the Chicago Youth Center.

Top of the Senior Class Award recipients are: **Alice Burdette, Sherrena Green, Heather Pearson, Laquita Pittman, Rafael Rinconeno, Kenyatta Stevenson, Timothy Stubbs, Marco Vazquez** and **Jessie Wilson**

Perfect attendance is also a cause for recognition; Congratulations to **Marco Vazquez, Jessie Wilson, Jessie Garcia**, and **Heather Pearson**.

New Sales Representatives

Jerel Cestowski

- Graduated from U of W, Madison in International Relations and Business
- Working on MBA at DePaul
- Came to UPS because of the company's reputation
- "Here I hope to build a career"

Shelia Orr

- Previously Pricing Analyst in BD
- Student of Business Management at DePaul
- "I felt it was a challenge. I was efficient at helping the AEs but wanted to be on the other side.

Gina Gordon

- Graduated from Elmhurst College in Marketing and Human Resources
- Joined UPS for the stability and opportunities the company offers
- Son, Robert, will join the Navy in June

Shawn Stuckey

- Previously at UPS as Administrative Assistant in BD
- Pursuing a Business Administration degree at DePaul
- Wishes to use knowledge of UPS to win business for the company

People Making News

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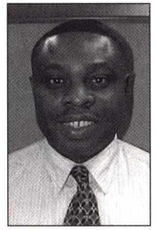
The New Communications Team

Doug DuBrin



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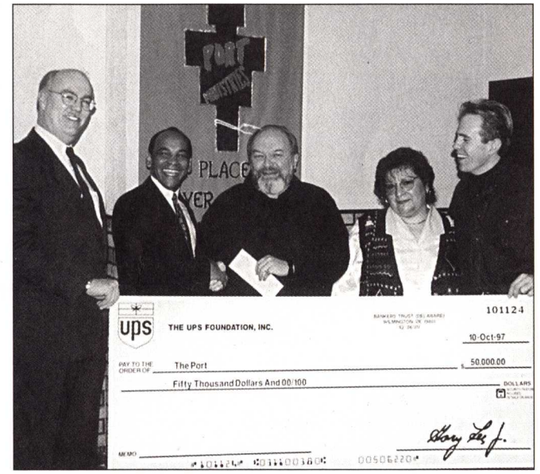
Alphonso Mireles	Robert Poplawski
Calvin Montgomery	Ron Rogers
Ernie Perkins	C. Stuckey
Dewitt Washington	Ed Thomas
Raylon Williams	

UPS at The Port Ministries of Chicago

Thirteen years ago, a Franciscan friar came to the South Side of Chicago to begin a ministry with the poor and homeless. The Port Ministry began as a soup kitchen serving approximately 30 meals per day. Since then, it has developed into a program with various services to the community such as a food pantry, a mobile unit that provides lunches for the children, a transitional shelter for families, and an educational center. But in recent years the Ministry has been facing some hard times. Besides several break-ins that cost them their microwave, VCR and other valuable equipment, the emergency warming shelter was in desperate need of repairs. In addition, South Side families whose houses burned down needed more transitional shelter than The Port was able to provide. Fortunately, the UPS Foundation helped change this picture.

The program known as the Regional Grant Award gives three donations every year to non-profit organizations that serve their communities. With this money, eligible organizations can repair or add to their facilities. This year, The Port was appointed by Mike Sheehan from Business Development and selected by the Regional Grant Award Committee as the recipient of a $50,000 grant. "I was glad to be a part of the process that helped the unselfish staff at The Port Ministries," says Mike. With this grant, necessary repairs in the facilities and the installation of a heating system in the food pantry will be made.

On October 29th, members of the Committee along with District Manager Noel Massie went to 5052 S. Ashland, where the Port is located. Before the award ceremony, the Port staff welcomed UPS with coffee and cake. The $50,000 check was presented to Father Augustine, who founded and directs the Ministry. He expressed his deep gratitude to the UPS Foundation for the grant and also gave a blessing: "May UPS always have many packages to deliver." Amen to *that*.



Turkey Business

During this past Holiday Season, many turkeys were given to charitable organizations. Little Brothers--Friends of the Elderly was one of them. Here is a letter of appreciation for the contributions:

"On behalf of everyone here at Little Brothers, I want to thank you for your gift of 10 frozen turkeys. With the hustle and bustle of the holiday season, we are especially grateful that you thought of us. Please know that we will invest your gift wisely in support of our unique holiday programs and activities for our old friends. Once again, thank you."

UPS is glad to have had the opportunity to serve the community.

Take Note...

- If you have not received your Benefits Enrollment Packet, call the Benefit Center at 1-800-353-9877.
- You **must** re-enroll for the Spending /Savings Benefit Plan for 1998.

Metro Chicago *MESSENGER* is published for UPSers and their families.
Writer: Luciana Nascimento **Editor:** Doug DuBrin **Assistant Editor:** Mike Onochie
Our thanks to all in the district who sent us stories and information.

Share your news with the Messenger. Call ATLAS 5-347-7534 or send a SYSM to **METCOMM**.

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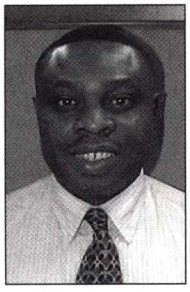

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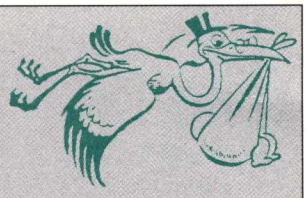

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Calvin Montgomery	Ron Rogers
Ernie Perkins	C. Stuckey
Dewitt Washington	Ed Thomas
Raylon Williams	

United Parcel Service 1400 South Jefferson St., Chicago, IL 60607
(800) 742-5877

Dear UPSer:

Every so often, something happens at UPS that makes business as usual seem not so usual. This May 4, UPS will announce to the world a landmark, first-in-the-industry decision to guarantee Ground service for packages shipped to commercial destinations.

This enhancement to UPS's core service can be considered unlike any other implementation our company has undertaken in the past. Guaranteed Ground service gives UPS the opportunity to reaffirm market leadership and demonstrates our ability to provide service reliability second to none. This guarantee is a key component in our strategy for volume retention and to generate further commercial Ground volume growth. It is a guarantee that only UPS and UPS people are able to make.

The guarantee applies only to commercial Ground packages, including UPS Hundredweight, shipped within the 48 contiguous states and is based on the current time in transit commitments for end of the day delivery. Similar to the guarantee that accompanies UPS's Air services, upon a customer's request, UPS will refund shipping charges for any package that is not delivered on the scheduled day.

For the guarantee to be successful, UPS's on-time network performance must be at its best. To provide timely, reliable service to all customers, operations across the country must be able to rely on one another to exceed customers' expectations. This type of precision timing is fundamental to providing a reliable network to internal customers and delivering the level of service UPS now guarantees to external customers. Whether you're in the delivery end of the business or in a support function, you impact UPS's ability to provide perfect service.

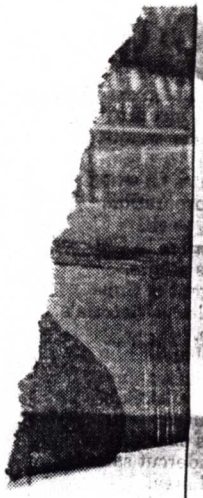
With our efficient on-time network, a commercial Ground guarantee will enhance UPS's core service and strengthen our position as a dependable market leader. Through UPS's entire portfolio of guaranteed services, customers will have the reassurance of time in transit commitments on all of their commercial shipments. By having this assurance, they can include UPS Ground service in the formula for managing their businesses more effectively.

You are a part of history in the making. Together, by delivering unparalleled service quality, we highlight our ground superiority and position our entire portfolio of services as the best in the industry. UPS is now guaranteed from the Ground up!

Sincerely,

Noel Massie
Metro Chicago District Manager

Worldwide Olympic Sponsor



AL PODGORSKI SUN-TIMES

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Another strike at UPS?

BY ALEXANDRA ZAVIS
ASSOCIATED PRESS

Chicago Teamsters are threatening to go back on strike just weeks after United Parcel Service employees ended a 15-day national walkout.

The secretary-general for Chicago-based Local 705, Jerald Zero, said UPS was refusing to hand over $305,000 in local union dues until a contract was signed.

Local 705 negotiates its own contract for 11,500 UPS workers. A tentative agreement was reached in August, ending a walkout that dragged on three days after the national strike was called off, but the contract has yet to be approved by the union membership.

UPS spokesman Bob Godlewski said that without a valid contract, the Atlanta-based shipping giant did not have the authority to deduct union dues from employee paychecks.

"It seems to be much ado about nothing," said Godlewski, who suggested the issue might be resolved by signing an extension agreement to bridge the gap between the old and new contracts.

Local 705 spokesman Paul Waterhouse denied there were legal obstacles to deducting union dues from members' paychecks. "These guys are making it up as they go along," he said of UPS officials.

Zero said talks were taking place by phone between Chicago Teamsters and UPS officials, and that he was optimistic the current dispute would be resolved.

"There is a possibility of going back out on strike, but we are hoping to avoid that," Zero said.

Separately, UPS said that so many part-timers quit during the two-week Teamsters strike, the company has dropped its layoff plans and is hiring new workers.

Still, the shipping company says it has lost about 6 percent of its pre-strike volume because midsize businesses signed up with competitors during the strike.

"The one thing the strike did was undermine the confidence these businesses had," said UPS spokesman Norman Black. "They are back to shipping a lot of volume. But at the same time they are saying, 'I can't take a chance. I need to diversify my shipping.' "

Federal Express said Monday that its profits in the June-August quarter more than doubled, chiefly because of the windfall from the UPS strike. Also, the company estimated its volume had increased by about 120,000 daily packages since the strike.

Shares of Federal Express, which released its results after markets closed on Monday, were up $4.87½ Tuesday at $75.62½ on the New York Stock Exchange.

On Common Ground

SHARING THE VISION OF A SAFE AND HEALTHY UPS

Volume 3, Issue 1 *January/February 1998*

Comprehensive Health and Safety Process continues

Since the introduction of the Comprehensive Health and Safety Process (CHSP), UPS people have been successful in reducing OSHA-recordable injuries. UPS is proceeding with current and planned implementations of the CHSP, with the end-result being fewer injuries to UPS people.

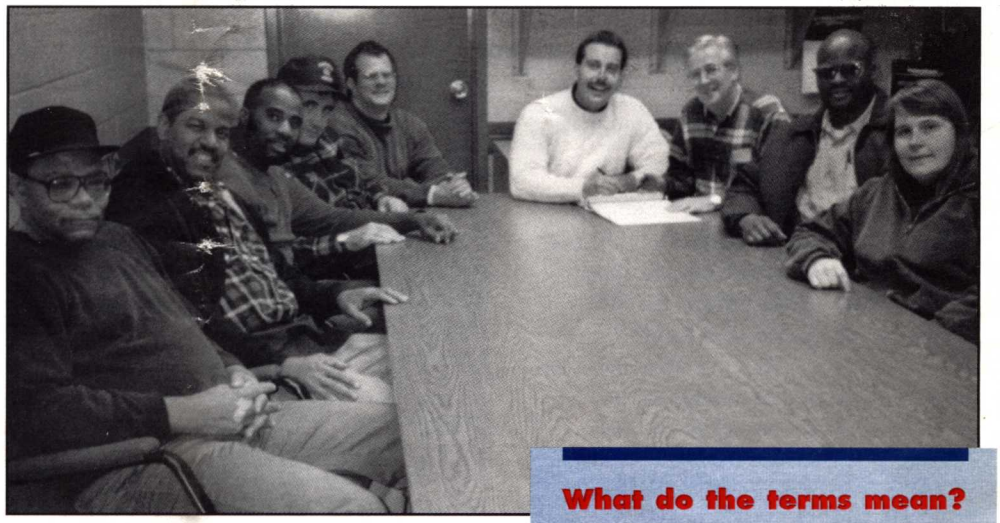
"The successes achieved to date have erased any early skepticism about the process," says Corporate Health & Safety Manager Tom Walsh. "There have been some questions raised as to how long the CHSP and the co-chaired Health & Safety committees should remain in place. From the onset, we recognized that in order for the CHSP to help us realize sustainable improvements in our injury picture, it would take at least three years."

A four-pronged approach

UPS realized that an effective approach to injury-reduction stretches beyond just training. Though critically important, training itself is not enough to drive sustainable change. It must be complemented by commitment, analysis, and prevention. With that, the CHSP takes a four-pronged approach to injury reduction.

1. Management commitment and employee involvement. These things are achieved through conference calls, Balanced Scorecard results, co-chaired management and employee Health & Safety committees, and people reducing at-risk behavior.

2. Worksite analysis. A variety of worksite examinations involving co-chaired committees and people from Automotive, Industrial Engineering, and Plant Engineering identifying not only existing hazards, but also conditions in which changes might occur to create other hazards.



Baltimore Hub Co-chaired Health & Safety Committee members (l.-r.): Don Miller, Harvel Miller, Steve Livers, John Cunningham, Frank Thomas, Craig Roemer, Bob Spicer, Neon Chapman, and Karen Phelan.

3. Hazard prevention and control. The core function of any health and safety process is to find and fix hazards that threaten people and to implement systems, through work flow analysis, job hazard analysis, human factors engineering, training, and administrative control, to prevent such hazards from recurring.

4. Safety education and training. Increase employee and co-chaired committee education and training to address the health and safety responsibilities of people, whether management or nonmanagement, and to provide the technical depth of knowledge to enable employees to participate in improving prevention and compliance activities.

How is the CHSP applied?

Implementation of the CHSP began during the fall of 1996 in smaller facilities where activities could be more controlled, so that any problems in the process could be worked out. Today, focus has shifted to the larger facilities and hubs — the sites where a majority of injuries occur, and where one out of two UPS people work.

What do the terms mean?

To clarify industry terms describing on-job injuries, here's a brief review. An ***OSHA-recordable injury*** is one that requires medical treatment beyond first-aid, loss of consciousness, restriction of work or motion, transfer to another job, any occupational illness, or a fatality. ***Lost-time or non-lost-time*** used to be UPS's internal measure to track injuries. However, the industry standard is to recognize all injuries, so UPS is using OSHA-recordable injury as a standard measure. A ***frequency*** is a measure of a number of injuries that occur over a set period of time.

Currently, 90 percent of the hub operations are in various stages of implementation. One hub, the Atlantic District's Baltimore Hub, is 100 percent implemented. In fact, when most districts were introducing the process to smaller sites, the Atlantic District's implementation team started big and went to Baltimore first — a strategy that's working. The Baltimore Hub has the lowest OSHA-recordable injury frequency, 21.2 through mid-November, of any of UPS's major hubs.

"Simply put, these hub people take safety seriously," says District Health & Safety Manager Ron Atkinson. "The people working in the hub embraced the project right away and never gave up."

see **CHSP** *page 3*

Sturdy work shoes are a must

Editor's note: The following story was submitted by Stevens Point, WI, Local Sorter and Co-chaired Safety Committee Member Chris Spencer. An advocate of sturdy work shoes, Chris successfully persuaded many of his co-workers to wear safe, sturdy work shoes rather than sneakers.

The holiday season is over and UPS operations are back to normal. Though the hustle and bustle has lessened, safety still must be in the forefront of our minds. It is critical that each employee takes responsibility for his or her own safety. There are many practical techniques to stay safe, including the selection of appropriate footwear for the job.

Proper footwear is important for traction, ankle support, and protecting the feet. According to the 1994-95 Wisconsin Report on Workers' Illness and Injury Claims, there were 1,963 ankle injuries on Wisconsin job sites in 1995 alone, resulting in over $3.5 million in lost wage compensation. The use of appropriate footwear could have prevented some of those injures.

When selecting footwear for work in a hub environment, one must match his or her footwear to the job being performed. High-top basketball shoes and tennis shoes are seen in some hubs, yet they do not offer the full protection that our jobs require. Those shoes are designed for specific sports on fields or courts.

Just what constitutes proper footwear for UPS people? A work shoe should contain some basic design specifications to offer superior protection:

- A flexible, rubber sole to provide traction.
- Sturdy leather construction extending above the ankle. (Leather provides better support than synthetic materials.)
- A steel toe is not necessary, but it offers added protection.

The cost of top quality work shoes ranges from $80 to $140, depending on the style and brand. Department, discount, and farm supply stores also offer high quality work shoes for around $50, whereas a top quality high-top basketball or tennis shoe can easily cost over $100 and not offer any of the benefits of a sturdy work shoe.

Taking into account the strain we put on our feet daily, it is important to protect them. Since work shoes are competitively priced and offer superior protection, it makes complete sense to wear them while on the job at UPS. ▲

Raising floors to lower injuries

Starting in mid-1998, the lower cargo level flooring of UPS's 747 aircraft will be redesigned as a result of co-chaired Health & Safety committee input. The work on the 14 aircraft will be done over an 18-month period with completion expected during the year 2000.

Earlier, co-chaired committees from Louisville and other gateways noted problems associated with the lower cargo level flooring, and successful resolution has come about through the initiative of the co-chaired committee in the Louisville Air District.

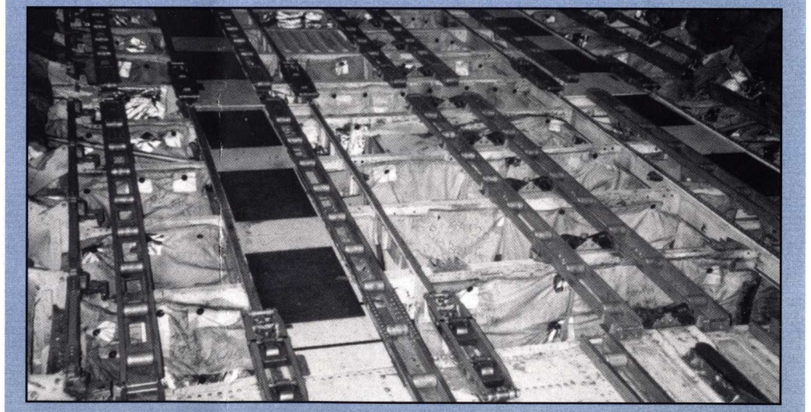
The lower cargo level, called the P-section or the pit, carries the shorter LD-9 air containers. Unlike the upper level, the P-section does not have solid flooring. Much of the floor area is a honeycomb of square openings that can reach a maximum depth of 29 inches. To avoid these openings, either two or four narrow walkways —11 to 22 inches wide — provide a walk path.

Moving loaded LD-9s within such a confined area had the co-chaired committee members concerned about the potential for severe injuries. A misstep could lead to a sprained or broken ankle and the possibility that a container weighing as much as 4,500 pounds could roll up against an employee.

Such an accident has never happened, and, thanks to the co-chaired committee's work, it won't. The committee worked together with operations management, Health & Safety, Industrial Engineering, and Aircraft Engineer-ing people and made a presentation to the Engineering Order Committee (EOC). Aircraft changes must be approved by this committee to ensure they meet FAA flight requirements and as part of the cost approval process.

After listening to the presentation, the EOC approved the proposal to replace the P-section walkways with solid floors, which significantly reduces the possibility of injuries caused by limiting employee mobility to certain walkways. With an estimated redesign cost of $750,000, the EOC determined it would be money well spent, even though there have been no injuries.

Air District Co-chaired Committee Member Renita Price is delighted with the outcome. "Through the Comprehensive Health and Safety Process," she says, "a few groups of people came together to resolve one com-mon concern. By following the steps in the process, we were able to stay on top of safety." ▲



The lower cargo level of UPS's 747 aircraft will soon have a solid floor instead of narrow walkways.

Buckle up and live

Forget the federal law that calls for those operating a commercial vehicle to be fastened in. Forget the state and local laws that call for both people in the front seat of a vehicle to wear safety belts. Forget the UPS policy that requires drivers to buckle up when the vehicle is in motion.

Forget all that.

But remember this; safety belts save lives.

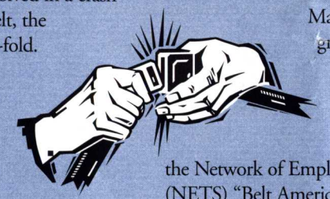
According to Corporate Fleet Safety Manager Jerry Bolles, if a person is involved in a crash and is not wearing a safety belt, the chances of death increase ten-fold.

Sadly, in 1997, six UPS drivers — three feeder drivers and three package car drivers — were killed in vehicle crashes as a direct result of not buckling up. Of those, four were thrown from the vehicle and the other two died as a result of impacting the inside of the cab. Our sympathy is extended to all their families.

"I have heard just about every excuse people have for not wearing safety belts," says Jerry. "I don't agree with those excuses, but I understand people will offer them. Simply put, I just want our people to be able to go home alive after work, instead of having a police officer or a UPS manager arrive at the home bearing tragic news."

Safety belts are the most effective auto safety innovation. National statistics showed that since 1982, safety belts have accounted for saving 75,000 lives. They have been instrumental in reducing the number of deaths and serious injuries on the nation's highways by 50 percent.

The Department of Transportation, through a Presidential directive, launched an educational initiative — called "Buckle up America" — in 1997 to increase nationwide safety belt use from 68 percent in 1996 to 85 percent by the year 2000, and to 90 percent by 2005.



Many public and private groups, including UPS, are participating in this educational effort. Also, UPS is actively supporting the Network of Employers for Traffic Safety's (NETS) "Belt America 2000" effort.

Though safety belt usage among the 84,000 people driving UPS vehicles should be 100 percent, it is not. UPS's policy for drivers behind the wheel of a company vehicle instructs drivers that, "If the wheels are in motion, the driver must be secured with a safety belt." UPS, in turn, reinforces this policy through its defensive driving training, Space and Visibility.

Get the habit — it only takes a second to buckle up. ▲

CHSP

cont. from page 1

Here are a few things the Baltimore Co-chaired Health & Safety committee has done to apply the principles of the CHSP:

- Investigate injuries immediately at the scene and team with management people in preparing injury prevention reports and conducting subsequent interviews.
- Lead worksite analysis inspections at the Baltimore Hub.
- Conduct Corporate Settlement Agreement (CSA), Comprehensive Self-Evaluation (CSE), and quick-look inspections regularly.
- Conduct hub job behavior observations and complete interviews to explain any areas for improvement.
- Share committee meeting successes with other employees.

"There is a consistency here and safety awareness really catches on," Ron says. "In order for the co-chaired Health & Safety committee to be successful in reaching its monthly goals, the right people must be involved in the process."

In the Baltimore Hub, for example, one committee member is Bob Spicer, a full-time, 32-year hub employee. Bob put his full support behind the CHSP in the very beginning.

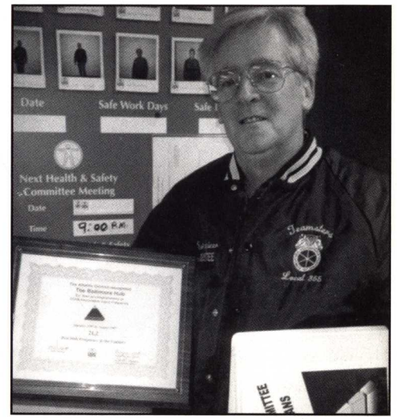
"I've always believed that keeping our people injury-free should be a top priority," says Bob. "Now that I'm directly involved in the process, I am able to help ensure that safety stays a top priority." ▲

Co-chaired committee happenings

The Metro Chicago District's Jefferson Street Night Sort has been steadily reducing its OSHA-recordable injury frequency, realizing a 39 percent improvement. Here are some activities the co-chaired Health & Safety committee is coordinating to make the operation safer:

- Each work group on the sort is represented on the co-chaired committee.
- Meetings are held every other Wednesday night to discuss issues, concerns, achievements, work behaviors, and facility items.
- Mid-week PCMs are presented by co-chaired committee members that focus on key safety topics.
- Co-chaired committee members attend new employee orientations to reinforce the importance of safe work habits from the start of employment and to answer questions.
- Co-chaired committee members conduct daily equipment and facility inspections and note discrepancies, and work to get them resolved.
- People from other departments attend meetings to help with brainstorming and problem-solving, fostering cross-functional cooperation.

"It's clear that the reduction in injuries has been brought about by increased awareness for everyone to work safely," says Committee Co-chair Phyllis Scruggs. "With management's continued support, our committee and the entire sort should continue being successful." ▲



Shop Steward and Teamsters Local 355 Trustee Bob Spicer helped earn the Co-Chair Award for best Hub OSHA-recordable injury frequency of 21.2.

Q & A

Ed Lenhart of Corporate Labor Relations discusses Safety

Q. *What is the UPS Health & Safety Negotiating Committee?*

A. Beginning in 1987, there was a lot of discussion regarding the creation of committees to work on specific areas covered under the National Master Agreement. Language was drafted and covered under Article 18 that called for the formation of a national Health & Safety committee to deal with issues and concerns that exist, as well as a national Health & Safety Grievance Committee. The committees, made up of Health & Safety, Labor Relations, and occupational health managers, have since been active in handling health and safety grievances and in dealing with other health and safety issues.

Q. *How significant were the changes to articles that relate to health and safety at UPS?*

A. In 1997, articles 14, 15, 16, 18, and 35 were assigned to health and safety. In those five articles, there are a total of 93 sections. Initially, the Teamsters had proposals to change 41 sections and UPS proposed to change seven. During the course of negotiations, both UPS and the Teamsters offered proposals to change more. In all, there were several hundred proposals and counterproposals reviewed. We ended up by changing and clarifying a good percentage of the proposals that went to the bargaining table. We didn't hit all the issues the union wanted to address, nor did we cover all the issues UPS felt were important. But nearly every article, section, and sub-section of the 1993-1997 labor agreement had changes.

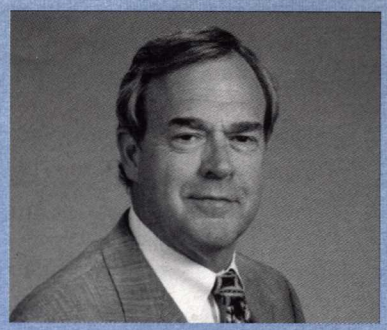
There isn't any group of people who benefited more than another group. Part-time people were included in the reporting of injuries and in the different language concerning hazardous materials responders. For full-time people, package cars will have new seats as new vehicles are brought on line. There is improved language dealing with ventilation in the buildings. The contract language helps to clarify how we plan to work with the Teamsters to continuously improve the safety of our people.

In negotiating a contract that has to do with health and safety issues, we are as interested in our people having a safe place to work as are the Teamsters. In fact, it's not necessary to have a labor agreement negotiated and ratified to make that happen. We feel that is our responsibility as a good employer and it makes all the sense in the world. If a company has a continuous run of injuries, it's not good for the people and it's not good for the company.

Q. *Why was health and safety not an issue in the media?*

A. For some time, we had concerns with OSHA trying to promulgate or declare "ergonomics" standards. It was a constant concern that we would be targeted in the media during negotiations about an alleged lack of regard for our people's safety. But it didn't work out that way. In fact, UPS's safety performance was seldom mentioned in the media. And since our OSHA-recordable injury frequency — the way we measure our progress in reducing injuries — is improving, safety never became a deadlocked issue. The early work done by the local health and safety committees in answering questions and responding to concerns made it a non-confrontational issue in the media.

Q. *What do UPS people need to do to reach the industry average goal for OSHA-recordable injuries?*



Ed Lenhart is one of UPS's Corporate Labor Relations coordinators. Ed and a team of Health & Safety, occupational health, and operations people worked as the UPS Health & Safety Negotiating Committee during the past negotiations with the Teamsters. Ed explains some of the activities undertaken by the committee in the area of health and safety that helped lead to the ratification of the 1997 agreement.

A. Everyone needs to work together in reducing OSHA-recordable injuries. It all starts with communication. If there is an issue that needs to be brought to the attention of the appropriate people as far as a method, a facility, or conditions in a facility, we applaud the people who call that to our attention. It is important to get our people's input. We recognize that so much of the success of co-chaired committees has to do with the people involved, those who keep it going, and make it exciting — both nonmanagement and management.

Health and safety should be an ongoing, living thing, and we shouldn't have to wait until 2002 to begin talking about it again. This labor agreement and the understanding we have should be something that can be added to and molded and interpreted to reflect those needs. Ideally, in 2002, if we all do our jobs, we won't have any issues on health and safety. ▲

Air Bag Safety Tips

- Sit back at least 10 inches from the steering wheel and dashboard.
- Always wear your safety belt properly.
- Children 12 and under are safer in the back seat even if there isn't an air bag in front.
- If your steering wheel tilts, direct it toward your chest, not your head.
- Never place a rear-facing child safety seat in the front seat of a car equipped with a passenger-side air bag unless the bag is turned off.
- If you are pregnant, place the lap belt low on your abdomen with the shoulder portion over your collarbone.

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